

Two Year Summary of the On-Line Anonymous Exit Questionnaire for Employees Departing from the NWS

- **Reporting period: 8 quarters from October 1, 2001 to October 2003**
- **Number of Employees to Complete Questionnaire: 93 (Although 93 employees took the time to fill out the questionnaire, some failed to answer all questions).**

1. The *average* rating given by employees for factors that influenced their decision to leave the NWS is listed below. **The scale ranges from 5 (very important) to 1 (unimportant).**

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|----|----------------------------------|-----|
| a. | Working conditions: | |
| | 1. Salary | 2.0 |
| | 2. Benefits | 1.5 |
| | 3. Rotating shifts | 2.3 |
| | 4. Part-time employment | 1.2 |
| | 5. Management/employee relations | 2.3 |
| | 6. Office location | 2.3 |
| b. | Other reasons: | |
| | 1. Better job opportunities | 2.5 |
| | 2. Family circumstances | 2.5 |
| | 3. Personal circumstances | 2.5 |
| | 4. Pursue other career/goals | 2.9 |
| | 5. Return to school | 1.4 |
| | 6. Retirement | 2.6 |

c. Other (please list)

2. The most important factor is listed below. The number in parentheses indicates the number of times a factor was listed.

3. The *average* level of satisfaction. **The scale ranges from 5 (strongly satisfied) to 1 (strongly dissatisfied).**

a.	Clearness of all NWS policies and procedures	3.3
b.	Ability to communicate & resolve concerns/complaints with supervisors and peers	3.8
c.	Physical working conditions (office, equipment, support, etc.)	4.1
d.	Training and development opportunities	3.4
e.	Opportunities for advancement	2.7
f.	Promotion practices	2.9
g.	Discrimination complaint process and procedures	3.7
h.	Sexual harassment policies and procedures	3.8
i.	Communication among staff	3.7
j.	Organizational changes or reorganization	3.2
k.	Opportunity to utilize employee's skills and abilities	3.3
l.	Family Friendly policies	3.8
m.	Opportunity for employees to contribute to workgroup decisions and accomplishments	3.7

List explanation for any answers rated 2 or 1 in the questions above:

4. The *average* rating given to the departing employee's supervisors. **The scale ranges from 5 (always) to 1 (never).**

a.	Effectively communicated	
	1. National, Regional, and local policies and procedures	3.9
	2. Expectations	3.9
b.	Followed National, Regional, and local policies and procedures	4.1
c.	Treated employees fairly	4.2
d.	Recognized and rewarded employee's individual accomplishments	4.1
e.	Encouraged cooperation	4.2
f.	Resolved problems and complaints promptly	3.9
g.	Had a good pulse on office operations	3.7
h.	Showed concern for workplace health and safety	4.2
i.	Provided guidance and assistance to help employees perform job effectively	3.9
j.	Provided advice and guidance to help employees meet their career goals	3.6
k.	Respected the diverse qualities of every employee	4.2

5. The *average* rating given by employees in the areas listed below, are as follows. **The scale**

ranges from 5 (exceptional) to 1 (poor).

a. The morale of employee's co-workers	3.3
b. "On-the-job training"	3.4
c. Employee's working relationship with their:	
1. Peers	4.2
2. Immediate supervisor	3.5
3. Office supervisor (if person is not their immediate supervisor)	3.7

When asked "if anything could have been done to prevent the employee from leaving the NWS", employees gave the following responses:

- d. 49 said yes
- e. 36 said no

When asked "would you consider returning to the NWS", employees gave the following responses:

- f. 55 said yes
- g. 29 said no

When asked "would you recommend the NWS as a good place to work", employees gave the following responses:

- h. 74 said yes
- i. 17 said no

When asked, "did you perceive unfair treatment because of any of the following factors: age, gender, physical disability, mental disability, national origin, race or color, religion, sexual orientation, or any other factors", employees gave the following responses:

- j. 13 said yes
- k. 75 said no

Demographics:

Total number listed for each category

Grade: 1-5 2 6-8 8 9-11 20 12-13 43 14-15 13

Series: 1340 41 1341 15 1315 7 0856 6 0334 2 0303/0318 9 Other
(please list and enter number) 341 (1), 560 (1), 2210 (1), 510 (1)

Length of time at duty location: Less than 1 year 4 1-3 years 26 4-10 years 29
11-15 years 1 Over 15 years 28

(Optional) Gender: Male 66 Female 16

Number employees who were supervisors? 35

Average number of years they were supervisors 2